



TOWN OF HIGH RIVER POLICY

Policy Number: POL-16-105-00
Policy Name: Water Utility Billing Anomalies

Related Procedure Number:
Related Procedure Name: Administrative procedure to be developed.

Approval Date: February 22, 2010
Revision Date:
Policy Category: Corporate Services
Responsible Department: Corporate Services

Policy Statement:

Where a resident/business/property owner experiences an abnormal and unexplained water utility bill for a single billing period during a running two year time frame, the Town at the formal request of said resident/business/property owner, agrees to adjust the water utility bill of said resident/business/property owner to the amount equal to the average bi-monthly water consumption over the previous two years for said resident/business/property owner.

Definitions:

Anomaly is defined for the purposes of this policy as any utility billing which reflects water consumption that is a minimum of three (3) times the amount consumed during the previous two year's **peak** billing period of said resident/business/property owner.

Peak is defined for the purposes of this policy as the highest water consumption in one billing cycle, where the said resident/business/property owner has occupied the billed unit/property for at least three complete billing cycles.

Reason for Policy:

This policy reflects Town Council's desire to treat all resident/business/property owners in a fair and equitable manner, and to provide staff with clear guidelines for the treatment of unusually large and unexplainable water utility bills.

Responsibilities:

The Director of Corporate Services will be responsible to ensure that this policy is applied in a fair and consistent basis.

End of Policy

Related Documents:

POL-16-100-00 - Forgiveness of Penalties on Utility Bills for Hardship.

Approval:

This policy shall come into force and effect upon adoption by Council at a Regular or Special Meeting.

February 22, 2010 Meeting of Council
Resolution #061/2010

MAYOR/DEPUTY MAYOR

TOWN MANAGER/
DIRECTOR OF
LEGISLATIVE AND ADMINISTRATIVE SERVICES

DATE